

Housing services helps with off-post residence needs

Did you know every Soldier who is either inbound or outbound is required to process through the housing services office at the Welcome Center, Building 4700 Mow-Way Road?

This requirement serves a three-fold purpose:

1. Soldiers can obtain important information regarding all aspects of housing for the local community at their new duty station;

2. If permissive TDY is authorized the housing services office will validate and stamp the Department of Army Form 31 the first day of the PTDY; and

3. The housing services

office staff provides relocation information and home-finding assistance for the gaining installation.

Housing services staff members make it their priority to make the transition as smooth and as easy as possible.

The four staff members take on this responsibility with pride and provide a professional environment for all who visit the office.

Their mission is to provide assistance to all service members, DoD civilians and families with all off-post housing needs, quality up-to-date information pertaining to all aspects of military relocation needs, mediating disputes, counseling and



Did you know?

By Col. Paul Hossenlopp
Fort Sill Garrison commander

educating customers, and providing guidance on the local housing market.

The office staff serves, on average, more than 30 customers with housing-related issues on a daily basis. They also hold briefings informing all incoming personnel of off-post requirements.

They also sponsor quarterly home buying seminars to inform and educate service members on the home

buying process. To further enhance these seminars, a panel of lenders, home inspectors and real-estate professionals volunteer their time to make this a successful program.

A partnership has developed with the housing services office staff and the local communities that includes Lawton, Elgin, Cache and many other outlying towns. This transformation has

solidified their relationships with these communities and the partnership has benefited service members and their families. Their focus and energy is directed to off-post which gives them a direct link to landlords and property managers.

This partnership also helps these property professionals understand the needs of the housing services office customers and families.

Fort Sill's housing services office is set up to provide a warm and inviting atmosphere for Soldiers, civilians and families. Every customer that visits the office may sit comfortably while waiting to speak with the next available representative.

Additionally, the housing services office information center computer station is equipped with a comfortable seating arrangement with full printing capabilities. For the customers' convenience, local Web pages, Automated Housing Referral Network and Army Housing Online User Services are bookmarked for easy access.

The assistance offered by the housing services office may often save customers money and possible later inconveniences should you be unaware of the regulations governing off-post housing.

Picerne Military Housing earns top ranking in national survey

By Picerne Military Housing

Picerne Military Housing, a premier builder and manager of U.S. military housing, announced April 25 it was awarded the No. 1 resident satisfaction ranking for portfolios with at least 10,000 homes based on the 2011 SatisFacts Annual Resident Survey.

The survey is a resident relationship management service for a range of residential multi-family property management companies, including those that manage military housing. Residents served by nearly 150 property management firms participated in the 2011 survey interviews, which were voluntary and conducted at random over the phone and online.

"Our military families make tremendous sacrifices to protect and defend the American way of life. At Picerne Military Housing, we believe it's our job to return that favor by providing the best possible customer service and improving the quality of life of our service members and their families," said John Picerne, Picerne Military Housing president and CEO. "We're absolutely thrilled by this acknowledgement and gratified to hear that our mili-

Our military families make tremendous sacrifices to protect and defend the American way of life. ... We feel it's our job to return that favor by providing the best possible customer service and improving the quality of life of our service members and their families."

John Picerne
Picerne Military Housing
president and CEO



Photo by Cannoneer staff

Oklahoma Sen. James Inhofe; Maj. Gen. Mark McDonald, incoming Fires Center of Excellence and Fort Sill commanding general; and Maj. Gen. David Halverson, FCoE and Fort Sill CG, take a tour of new homes at Picerne Military Housing's Buffalo Soldiers Acres Neighborhood April 30 here. Inhofe, who was at Fort Sill on a routine visit, said military housing has improved dramatically since he was a Soldier 55 years ago.

Along with earning the top customer service ranking, Picerne Military Housing also received the 2011 SatisFacts superior resident satisfaction company award with a superior rating of 4.27 out of a possible 5.00 score. Other resident ratings included a 4.22 for speed and responsiveness to customer

service requests, and a 4.20 for office responsiveness and dependability.

"Picerne Military Housing clearly has a strong focus on providing excellence in customer service," said Doug Miller, SatisFacts founder and president.

"They have increased

their overall satisfaction score every year since they began participating in our resident survey in 2004," he added. "To earn a superior overall satisfaction rating in the 4.00-4.49 range, companies really need to take care of their customers and go well beyond simply

talking about great service."

Picerne Military Housing has earned a superior rating from SatisFacts the past five years. The company's No. 1 ranking is nothing new as Picerne has achieved this resident satisfaction ranking four times for portfolios with at least 10,000 homes.

the Cannoneer

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